

Tuesdays with Tammy Nevada Libraries Forum
from
Nevada State Library, Archives and Public Records
10 a.m. - 11:00 a.m.
Tuesday
July 7, 2020

Notes

Attending: Tammy Westergard, Sulin Jones, Norma Fowler, Bruce Douglass, NSLAPR; Walker MacKenzie, NSLAPR intern; Peggy Wynne Borgman, guest speaker; Diane Baker, Tod Colegrove, Carson City; Carol Lloyd, Churchill County; Amy Dodson, Douglas County; Joy Gunn, Henderson; Elizabeth Robinson, Humboldt County; Alysha Wogee, Amy Bruno, Shanna Gibbons, Susan Wonderly, Pahrump; Jeff Scott, Joan Dalusung, Washoe County; Cyndi O, NV Library CoOp; Eric Walsh, Great Basin College; Kathy Ray, UNR; Maggie Farrell, UNLV; Ron Belbin, WNC; Nancy Schmidt, SCLL.



WHAT PEOPLE ARE THINKING RIGHT NOW



Strengths:

- Libraries continue promote unity and fraternity with one and another.
- Libraries are finding solutions to operate during the current crisis.
- Libraries have resources that are a benefit to the community.
- Libraries encounter all social style types of patrons everyday making them better prepared to deliver services in times of crisis.



Struggles:

- Academic and school libraries are uncertain when they will reopen to the public and are concerned about funding.
- Phase II reopening freeze is forcing libraries to change plans and calendars.



Opportunities

- Review digital and physical resources libraries can offer to families
- Providing resources and content to assist public education.



Trends

- Libraries remain in phase 2 reopening of libraries across the state.
- Positive response from the public regarding reopening and return of some library services.

Announcements:

- July, August, and September meetings will include ten minute mini-webinars dedicated to mental wellness.
- Walker MacKenzie, a senior from Carson City High, will be interning for the next three months to assist NSLAPR in organizing and assembling recordings and other information regarding the mental wellness portion of these meetings
- We will be adding wellness information to the Nevada State Library's Covid19 Toolkit section of the website as a reference resources: <https://nsla.nv.gov/COVID19/10MinuteWellness>
- Special Legislative Session begins July 8th, 2020.
- Webinar for librarians for myON July 14, 2020 Time: 1:00 p.m.-2:00 p.m.
<https://renaissance.zoom.us/j/6156402492?pwd=YTRMbUhYRWwyMENaK1pZYUVZT0tOQT09>
- SCLL meeting is Wednesday, July 15

Guest Speaker: Peggy Wynne Borgman, Author, Management and Hospitality Consultant.

- This discussion is a foundational communication approach to deal with patrons.
- 93% of our ability to influence another person is not *what* we say, but how we say it.
- Facial expression, physicality, and tonality of voice are non-content forms of communication.
- Non-verbal communication helps successful transactions between us and the patrons.
- Libraries are in the hospitality service with all the perceived services that entails.
- What patrons observe and experience in the library conveys meaning and intent.
- Meaning and intent depends upon the patron's social style and previous experiences.
- Seek first to understand, then be understood.
- Patron care is understanding what they need.
- Mask wearing necessitates facial communication through eyes and voice.
- Rapport is developed through non-verbal communication, such as voice tonality/tempo, facial expression, and body language.
- We instantly connect with people who share our social style (they are "simpatico")
- We filter through our own social style.
- People are motivated by getting results or creating relationships and tend to be either risk-averse or willing to take risks.
- The four primary social styles are: expressive (take risks), amiable (risk averse), driver (take risks), analytical (risk averse).
- Amiable people are warm, sociable and other-oriented and value friendship, kindness and loyalty. They also tend to be good at holding grudges.
- Expressive people are creative, talkative and impulsive. They respond to fun, novelty and innovation.
- Driver people are "Type A" achievers who want results fast. They "cut to the chase" and speak their mind. Keep the pace brisk and focus on solutions. Always in a hurry and don't react well to be asked to be patient.
- Analytical people are methodical and cautious. They need data, and plenty of time, to make decisions. Do not rush them and are often quiet.
- You will encounter all these social styles in your patrons and staff.
- Spending time understanding these social styles will help you understand people and how to interact with them.

- Flexing your social style may improve your interactions with both staff and patrons.
- Mirroring and matching is when we observe, and harmonize, with body language and vocal characteristics.
- Once you are aware of social style, you can become more objective and effective in dealing with patrons and staff.
- Facial expression and speed in which a patron speaks are quick indicators of social style.

Check-In

Tammy Westergard, NSLAPR:

- Updated and shared link <https://sierranevadaally.org/2020/07/06/literacy-crisis-in-nevada-state-educators-create-a-digital-reading-platform/> from the Nevada Department of Education on the use of myON for the Summer Reading program to help improve literacy rates.
 - Nevada Department of Education continues to promote myON throughout the state in an effort to increase usage during the summer.
 - Shared Nevada Department of Education resource guide: http://www.doe.nv.gov/Standards_Instructional_Support/Read_Nevada_Family_Resources/
 - There will be a culminating video celebrating the collective achievements
 - The Nevada Department of Education is looking to share library created content, such as story times, with teachers through a single point of contact.
- We will continue to investigate how to integrate library cards with education learning management systems
- Nevada State Library will provide PPE and socially distant meeting spaces for the upcoming Special Legislative Session.
- The Library Stabilization Fund Act has been introduced in Congress http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/libfunding/LSFA_Summary_Final.pdf

Ron Belbin, Western Nevada College, Fallon and Carson City campuses:

- Reopening date was pushed back with the extension of Phase II.
- Campus libraries remain closed but are providing digital services.
- Facing difficult budget situation with staffing level being greatest cause for concern.
- Applied for substantial grant that will allow for greater remote service by library staff to students.
- High level of uncertainty regarding the future.

Maggie Farrell, UNLV:

- University is still in remote instruction for the remainder of the summer
- Buildings may open in August but that is dependent on COVID-19 numbers.
- Planning for 50% remote/50% face to face instruction in the fall but also depends on number of cases